

Mental Health Services

* The **Mental Health Managed Care Om-** *
* **budsman Office** represents mental *
* health consumer interests. If you need as- *
* sistence, call toll-free at 1-888-444-9669 *
* or write to P.O. Box 200804, Helena, MT *
* 59620 or e-mail mentalhealth- *
* help@state.mt.us. Please contact the *
* Ombudsman if your community has a *
* meeting at which consumer issues will be *
* discussed. *

MENTAL HEALTH BULLETIN

Mental Health Services Bureau

The Addictive and Mental Disorders Division, (AMDD) of the Department of Public Health & Human Services publishes a bi-weekly Mental Health Bulletin to help keep providers and stakeholders informed of changes and developments in our public mental health system. If you would like to receive the bulletin, write to Susan Haran, PO Box 202951, Helena, MT 59620-2951 or e-mail your name and address to sharan@state.mt.us. The Mental Health Bulletin is also published on line at http://vhsp.dphhs.state.mt.us/dph_r3.htm.

MEDICAID AND MENTAL HEALTH SERVICES PLAN PARTICIPATION

Mental Health Services Bureau

AMDD wants to ensure the greatest possible access to appropriate mental health services for Medicaid and MHSP beneficiaries. If you as a primary care or mental health professional have chosen not to participate in this system, we are interested in knowing why. Perhaps your concerns have been or can be addressed. Please call or e-mail Randy Poulsen, Mental Health Services Bureau at 406-444-2706 or rpoulsen@state.mt.us.



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24-HOUR REPORT

As a PASSPORT provider, you are required to have 24-hour coverage for your Medicaid Managed Care clients. Do you know what number is printing after your name on the Medicaid card? It should be your 24-hour phone number.

Your name will print on your patients Medicaid cards. After your name, your 24-hour phone number is printed. This number must be available to your Medicaid Managed Care clients. Clients are instructed to call this number after regular business hours if they need medical care. Montana Health Choices informs clients that they will be instructed on how to handle their medical condition and, if necessary, how to get appropriate medical care any time of the day or night. Is the 24-hour number correctly printing on your patients Medicaid cards? Please check your patients Medicaid cards for accuracy!

We have had several calls from medical providers who have tried to get PASSPORT authorizations by calling the 24-hour phone number listed on the client's Medicaid card. The 24-hour number was not answered or had been disconnected. This prohibits providers from obtaining the necessary authorization for services.

Help us to help you! If you have changed your 24-hour phone number, did you remember to notify Montana Health Choices at 1-800-480-6823? You also need to notify Consultec at 1-800-624-3958 or 406-442-1837 for Helena area or out of state providers.

UPCOMING MAXIMUS ON-SITE VISITS!

Montana Health Choices/MAXIMUS is very conscious of promoting a productive and educational communication line with PASSPORT providers and county Offices of Public Assistance across the State, regarding Montana Managed Care. As visits are scheduled our Provider Relations staff will send an agenda listing items that will be discussed and the day and time the meeting has been scheduled. Our Spring and Summer schedule is as follows:

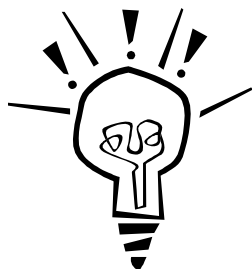
April:	Missoula, Ravalli, Mineral, and Sanders Counties; Crow and Northern Cheyenne Indian Health Services
May:	Rosebud, Custer, and Fallon Counties; Fort Peck Indian Health Services
June	Flathead, Lake, and Lincoln Counties

Please expect to hear from Maria Rogne or Maureen O'Reilly to schedule a visit with your office during these months. Or, if you would prefer, you may contact us directly to request a visit. You can contact Montana Health Choices at **1-800-480-6823**.

Montana Health Choices will also be attending the Consultec Provider training in Missoula (4-18), and Miles City (5-16). Montana Health Choices looks forward to meeting with you and discussing the Medicaid Managed Care program!



SPRING PROVIDER TRAINING SEMINARS

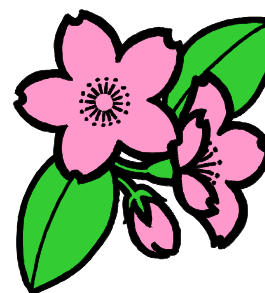


Consultec, MAXIMUS Montana Health Choices, and Mountain Pacific Quality Health Foundation, with assistance from Department of Public Health and Human Services, will soon be hosting their annual Spring Provider Training Seminars. Topics include: Completing the HCFA-1500, Electronic Billing and Software, Remittance Advice and Adjustments, Medicare and Third Party Liability, Prior Authorization Requirements, Medical Records and Documentation, PASSPORT to HEALTH Managed Care Program, UB-92 Billing, Mental Health, and the Children's Health Insurance Plan. Dates and locations are as follows:

CITY	LOCATION	DATE	TIME
Missoula	University of Montana University Center, Rooms 326 & 327	April 18, 2000	8 am-5pm
Miles City	Miles Community College 2715 Dickinson, Rooms 106 & 107	May 16, 2000	8 am-5pm

PROVIDER GUIDE

Montana Health Choices sent the new and improved PASSPORT to Health Provider Guide in last month's mailing. Please have medical providers and office staff read through the new guide. If you have questions, or need additional copies, please call the Montana Health Choices Provider Helpline at **1-800-480-6823**



Reminder:

When providing services to Medicaid patients, please check their Medicaid ID card to verify their current PASSPORT provider and eligibility status.



WORLD ASTHMA DAY 2000

Department of Public Human Health Services

The second annual World Asthma Day is scheduled for May 3, 2000. The theme this year is **Let Every Person Breathe**, in recognition of the need for people with asthma throughout the world to have access to timely diagnosis, appropriate treatment, and education to help control their condition.

The goals are to:

- Increase awareness of asthma as a global health problem;
- Communicate scientific progress being made; and
- Involve public authorities and patient organizations in implementation of effective asthma management programs.

Asthma Facts

Over 150 million people in the world are diagnosed with asthma and incidence is increasing throughout the world. In the US the number of asthmatics has increased over 60% since the early 1980s. An estimated 4.8 million are children. Asthma accounts for almost 500,000 hospitalizations in each year. Death rates are still substantial despite the availability of adequate treatment. In the US, death rates have doubled since the early 1980s to 5,000 a year.

A patient who has poorly controlled asthma is often absent from school or work, or may work at sub-optimum level, experience disturbed sleep and be unable to take part in sport and leisure activities. In the US alone, asthma treatment costs an estimated \$6.4 billion annually. Loss of school days causing decreased productivity among parents and caregivers costs an estimated \$1 billion.

MONTANA MEDICAID MANAGED CARE as of March 2000

Number of PASSPORT Clients.....	43,996
Number of PASSPORT Providers.....	804
Number of Clients pending.....	369
Counties active in PASSPORT.....	52

Benefits Of Preventing and Managing Asthma

- Decreased emergency room visits and hospitalizations
- Increased school and work attendance
- Healthier environment
- Improved quality of life

Controlling Asthma

New Approaches to asthma therapy help patients prevent most attacks, stay free of troublesome night and day symptoms and keep physically active. Achieving control of asthma requires.

- Selecting appropriate medications
- Managing asthma long term
- Treating asthma attacks
- Identifying and avoiding triggers that make asthma worse
- Educating patients to manage their condition
- Monitoring and modifying asthma care for effective long-term control.



ANOTHER GREAT MISSOULA DOCTOR

*“Good program, if you have a great doctor like I have!
Wonderful healthcare provider - Beth Thompson”*

~ comment received from a Medicaid Client